

2014

annual report

**PEN**  
CAREER FOCUSED REENTRY



rebuilding





The print operation is located at the Wabash Valley Correctional Facility in Carlisle, Indiana.

## Statute

# skills

Acts 1917, Chapter 83, Sec. 1, Page 237, authorizes prisons in the State of Indiana to manufacture "articles and products as may be found practical" for use by the state, its institutions and political divisions and to sell the surplus upon the market. Indiana Department of Correction was established in Acts 1961, Chapter 343, Sec. 3, Page 1051. Under this Act, the Division of Industries and Farms was created to administer the operation of offenders who produce goods and services for sale to state agencies and residents of Indiana.

Indiana Code 1991, 11-10-6-2 Sec. 2. (a) The Department shall establish, maintain, and operate industry and farm programs for offenders assigned to equip the participant with a marketable skill which will provide to participant a means of earning a livelihood upon the participant's return to the community...

The Division of Industries and Farms changed its name to PEN Products in November of 1993.

Indiana Code 1998, 5-22-11, mandates that all state agencies and political subdivisions of the state shall purchase from the Department goods produced or manufactured by the Department as listed in the department's printed catalogue, providing those goods meet the specifications and needs of the purchasing governmental body and can be purchased at a fair market price.

In 2013, PEN Products adopted the name, PEN - Career Focused Reentry to further solidify its name with its mission.



Message from the Commissioner	4
Message from the Director	5
PEN Locations	6
Products & Services	7
Offender Employment & Employment by Business Group	8
Fiscal Year 2014 Sales	9
2014 Accomplishments	10
Commissary & Distribution	12
Joint Ventures & PIECP Programs	13
Job Placement & USDOL Programs	14

## Table of Contents



IDOC staff and offenders receive knowledge and skills in Career Path Planning Workshop.



# reentry

# Greetings from the Commissioner of The Department



## VISION

As the model of public safety, the Indiana Department of Correction returns productive citizens to our communities and supports a culture of inspiration, collaboration, and achievement.

## MISSION

The Indiana Department of Correction advances public safety and successful reentry through dynamic supervision, programming, and partnerships.

Greetings:

The safety and security of gainful employment, affordable housing and opportunities for growth are cornerstones for most of us. While attaining these milestones can be challenging, they are especially difficult for individuals who have been released from incarceration.

PEN, a division of the Indiana Department of Correction, is committed to providing IDOC offenders with opportunities to develop skills that are necessary to survive upon their release from prison. Without a steady job, a good work ethic and educational skills, the challenge of reentry can be overwhelming; leading to a repeat of old behaviors and lifestyles.

PEN utilizes several avenues to provide offenders opportunities for success upon release. Through Joint Venture Partnerships with private sector businesses, offenders obtain "real-world" and marketable skills and experience. Working with the U.S. Department of Labor (USDOL), PEN's Apprenticeship program provides both classroom and hands-on training. PEN USDOL Graduates receive certification that shows employers they are skilled, educated and experienced workers. This certification allows employers to hire in confidence, knowing they are adding employees with proven abilities.

PEN is to be commended for supporting their mission to "equip offenders for successful reentry through meaningful work while operating in a self-sustaining manner", and their dedication to preparing offenders for successful reentry into Indiana's communities.

Sincerely,

Bruce Lemmon, Commissioner  
Indiana Department of Correction

## Greetings from the Director of PEN



Greetings:

PEN is committed to reducing recidivism and dedicated to providing offenders with job training opportunities, job skill certifications, Career Development, a work ethic and a sense of self-worth.

PEN prepares offenders for successful reentry by enrolling and graduating offenders in the U.S. Department of Labor Apprenticeship program. PEN also provides offenders training opportunities in its Career Resource Centers and Job Clubs. PEN continued its partnership with the National Institute of Corrections (NIC) expanding the Offender Workforce Development Specialist (OWDS) training program statewide and increasing the participation of the Indiana Department of Workforce Development. The collaboration between the Indiana Department of Workforce Development and the Indiana Department of Correction is important in reducing recidivism in Indiana.

New recidivism numbers show what we are doing is working, as one-third less offenders return to incarceration after completing a USDOL Apprenticeship. We are confident the newly-implemented Career Development Training Program will increase this number, further driving down Indiana's recidivism number.

Through partnership with private sector businesses, PEN has created additional work opportunities for offenders and USDOL Apprenticeships. New initiatives in career training and job preparation allowed PEN to expand OWDS training and establish collaboration with other local and state government entities to address the importance of preparing offenders for release. Looking ahead, future growth at PEN translates to more operations, more offender job training opportunities and improving the probability of successful reentry.

I extend a special thank you to our loyal customers, whose continued support makes offender job training possible. PEN values your business and we look forward to serving you in the future.

I commend the PEN staff members who every day work to prepare offenders for a successful reentry.

Sincerely,

A handwritten signature in black ink, which appears to read 'Michael Herron'. The signature is fluid and cursive, written over a light blue background.

Michael Herron  
Director

## Locations



# job training

## Branchville Correctional Facility

Administrative Support  
Call Center (JV)  
Pallet Repair (JV)  
Plastic Recycling (JV)  
Career Development Training  
Center (PEN & Facility)

## Correctional Industrial Facility

Administrative Support  
Automotive Parts Refurbishing (JV)  
Laundry  
Career Development Training  
Center (Facility)

## Indiana State Prison

Administrative Support  
Digital License Plates  
Metal Fabrication

## Indiana Women's Prison

Administrative Support  
CAD Engineering  
Hand Sewing (JV)

## Indianapolis Reentry

### Educational Facility

Administrative Support  
Career Development Training  
Center (PEN)

## Miami Correctional Facility

Administrative Support  
Braille Transcription  
Chemical Shop  
• Hygiene Products  
• Janitorial Products  
• Laundry Products  
• Warewash Products  
Garments  
• Offender Clothing  
• Embroidered Products  
• Silk Screen Products  
Industrial Filters (PIECP)  
Packaging (JV)  
Career Resource Center (PEN)

## Pendleton Correctional Facility

Administrative Support  
Furniture  
• Assemblies  
• Chairs  
• Lounge  
T-shirts

## Plainfield Correctional Facility

Administrative Support  
Commercial Laundry  
Commissary  
Distribution Center  
Fulfillment - State Forms  
GIS Mapping  
Career Development Training  
Center (PEN)

## Putnamville Correctional Facility

Administrative Support  
Pallet Repair (JV)  
Park Furniture/Shelter Houses  
Career Development Training  
Center (PEN & Facility)

## Rockville Correctional Facility

Administrative Support  
Mattresses  
Offender Clothing  
Specialty Garments (JV)  
Toilet Tissue

## Wabash Valley Correctional Facility

Administrative Support  
Plastic Recycling (JV)  
Printing Services  
Sewing (PIECP)  
Wire Harness (PIECP)

## Westville Correctional Facility

Administrative Support  
Highway Signs  
Plastic Recycling (JV)  
Work Crews (INDOT)  
Career Resource Center (PEN)

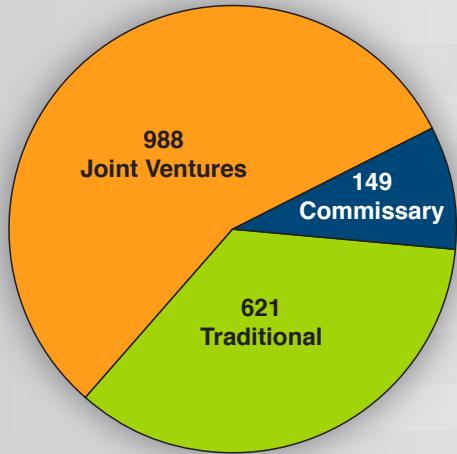
Please note the following:

PIECP = Prison Industries Enhancement Certification Program

JV = Joint Venture

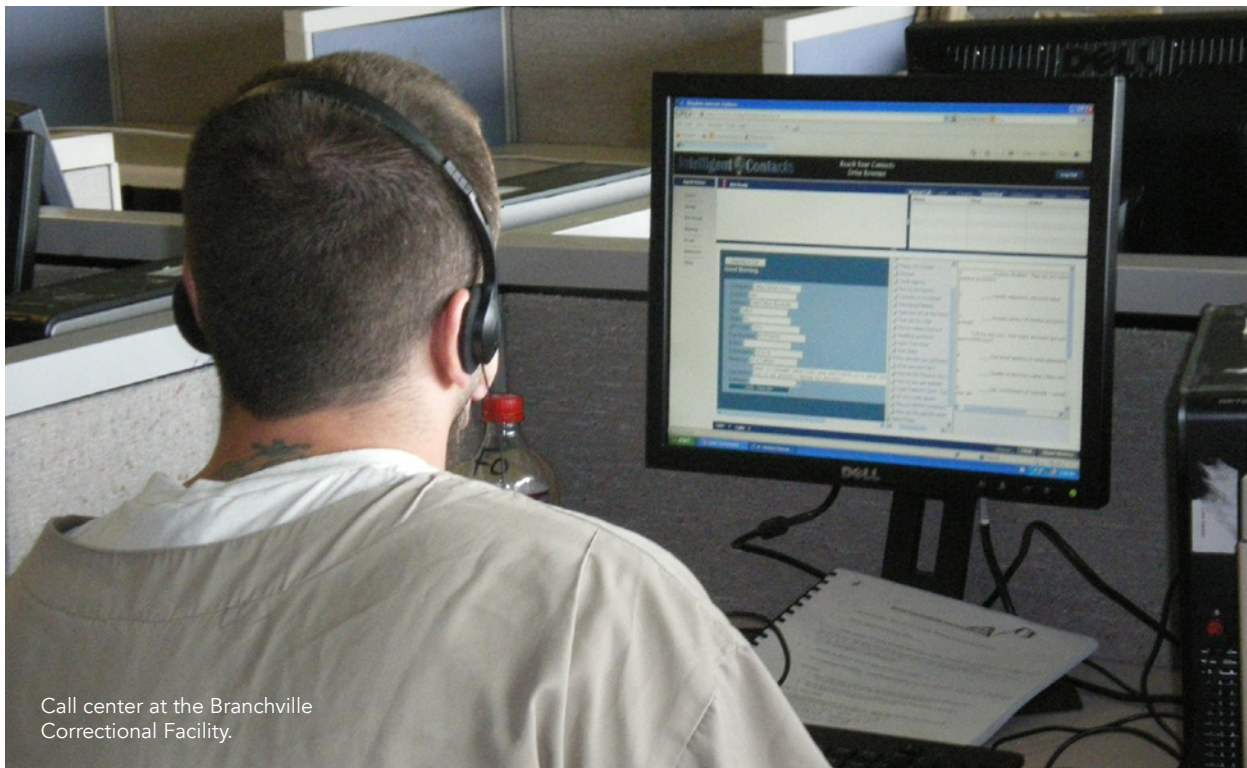


## Offender Jobs by Location



CORRECTIONAL FACILITY	NUMBER OF OFFENDER JOBS*
Branchville	227
Correctional Industrial Facility	268
Indiana State Prison	74
Indiana Women's Prison	9
Miami	413
Pendleton	35
Plainfield	75
Commissary	149
Indianapolis Reentry Educational Facility	13
Putnamville	85
Rockville	55
Wabash Valley	213
Westville	142
<b>Grand Total</b>	<b>1,758</b>

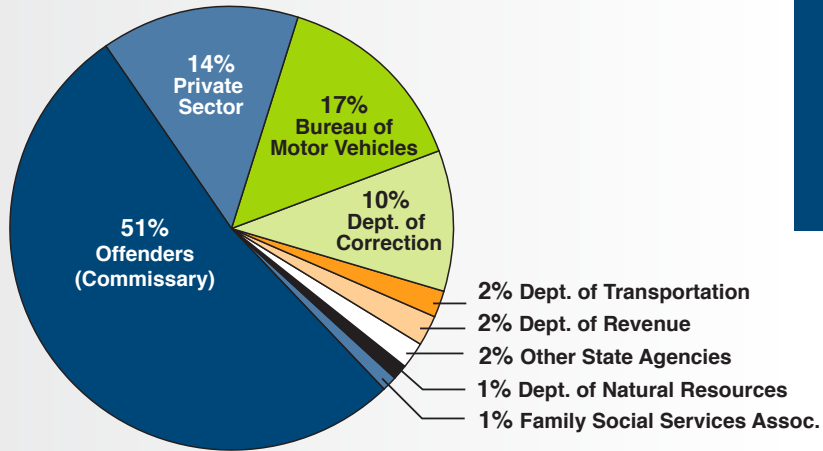
\* Offender Information System (OIS)



Call center at the Branchville Correctional Facility.

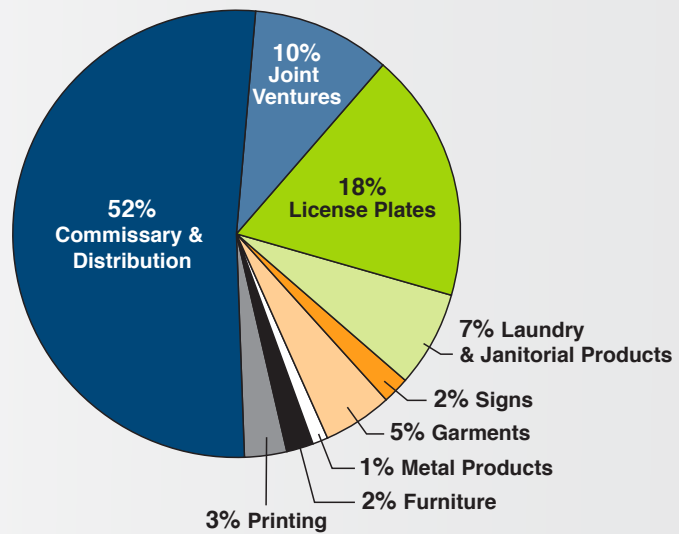


## By Customer



Fiscal Year  
2014 Sales

## By Product Line



## 2014 Accomplishments



### **Miami Correctional Facility**

PEN opened its second Call Center, this one at the Miami Correctional Facility. The operation is a partnership with a private sector company where offenders learn valuable job skills that will lead to employment. Up to 100 offenders will be calling businesses qualifying sales leads for an outside sales force.



April 2014, Material Manager, Mike Jones was the recipient of the National Correctional Industries Association Central Regional Staff Award. Mr. Jones was recognized for developing and implementing the Materials Management Group (MMG) at PEN statewide.

MMG establishes production schedules for all PEN operations, controls inventory and labor, prepares requirements for procurement, issues job orders and generates material requisitions with appropriate lead times to meet production and delivery schedules. The MMG has twenty-four offender workers and maintains production schedules for eighteen different product lines. Production schedules are set out as far as twenty-four weeks for toilet tissue or as short as three weeks for some metal products. Mr. Jones incorporated this process within the business software to efficiently control inventory, reduce lead times and insure on-time deliveries.

MMG offers offender workers three different U.S. Department of Labor Apprenticeship programs. Offender workers acquire skill sets including production inventory control, computer skills and utilization of an Enterprise Resource Planning 2 (ERP) business system.





## 2014 Accomplishments



### Reentry Program

U.S. Department of Labor Apprenticeship continued to display steady growth in enrollment, standardization of occupations and program completions. The daily enrollment maintained an average of 2,300 - 2,500 registered apprentices and in completions, the number grew to 1,296 compared to only 915 in 2013.

Career Development Training began statewide expansion in 2014 with an overall goal of complete IDOC implementation by December 2015. As of December 31, 2013, Career Development Training had 118 active participants with a total of 69 completions within the three IDOC pilot facilities. Several new centers opened in 2014 increasing both program participation and completion.

Offender Workforce Development Specialist (OWDS) training held two sessions in 2014, with more than 30 completions in each session. This brought the total statewide number of certified OWDS to 201. This is a significant accomplishment as this number represents about ten percent of the national total. Agencies participating in 2014 included the Indiana Department of Correction, Indiana Department of Workforce Development, the Federal Bureau of Prisons, Community Corrections, Work One, several non-profit and faith-based organizations and a strong contingent from IDOC Parole. This movement continues to build a multi-agency and county network of providers collaborating in numerous areas of offender reentry.

# goals



## Commissary & Distribution

Number of  
Offender Workers

**149**

Orders  
Processed Daily

**2,500**

Orders  
Processed Annually

**615,000**

Assembling indigent kits in the Plainfield Commissary operation.



The PEN Commissary provides products available for sale to IDOC offenders statewide including snacks, hygiene product items, stationary and approved IDOC clothing. Commissary also provides service to county jails within Indiana. The PEN Distribution operation warehouses and distributes products manufactured in PEN operations in IDOC facilities across the state.

The PEN Distribution Center assembles and packs iCare packages, for ARAMARK that the offenders' families order and purchase.

Since August, 2009, PEN has been labeling AA and AAA batteries with a UPC code label for a distributor. Our offender labor averages 1,000 packages per month.

The PEN INTouch program allows for offenders to send items to family and friends. The INTouch program provides a catalog to the offender population of items ranging from: teddy bears, flower gifts, candies, cookies, photo frames, mug sets, blankets, throws, bath and body sets, candles, jewelry, and children toys.

Since fiscal year 2008, the Commissary and Distribution recycling program remanufactures approximately 32 tons of card board a month.

PEN Commissary warehouse picks, packs, and distributes all state forms for the Indiana state agencies.

## PIECP Programs

Administered by the Bureau of Justice Assistance within the U.S. Department of Justice, PIECP enables correctional facility administrators to establish joint ventures with private sector companies for the production of offender-made goods involved in interstate commerce. PEN has three active PIECP operations employing over 150 offender workers.

PIECP participation is an effective way to curb idleness among an ever-increasing prison population and a cost-effective means of providing offenders with marketable job skills. Additionally, taxpayers and the general public benefit from PIECP through reductions in incarceration costs, contributions to the Victims of Violent Crime Compensation Fund and deductions for federal, state, and local taxes.

The PIECP program was assessed by the Bureau of Justice Assistance and was found to be in full compliance with the PIECP guidelines.

## Services

Work performed by offender workers on products for private sector companies that remain within the state are considered services.

Work performed as remanufacturing or repair work is also considered services. Offender employment in service industries reached over 500 offender workers.



## Joint Ventures



## Operations

PEN Joint Ventures include the following operations;

- (2) Pallet Repair
- (3) Plastic Recycling
- Contract Sewing (PIECP)
- Wire Harness (PIECP)
- Digitized Mapping
- Air Filters (PIECP)
- Packaging
- Automotive Parts Refurbishing
- Call Center

# Reentry Initiatives

The Annual USDOL Apprenticeship Symposium was held at the Women's Prison.



## **PEN: Provides Real Work Experience.**

- Offenders learn marketable skills through on-the-job training.
- Offenders learn work ethic, responsibility and teamwork as they manufacture products and provide services.
- Offenders are held accountable for attendance, safety, quality and production standards.
- Offenders prepare for their release through U.S. Department of Labor Apprenticeships, Career Resource Centers and Job Clubs.

## **PEN Career Focused Reentry includes:**

- USDOL Apprenticeship program participation is mandatory for most PEN offender workers. As PEN workers prepare for their return to the community, USDOL Apprenticeship Certification provides valuable documentation for their post release employment search.
- Career Development Training centers provide a career-focused approach to reentry. Offenders go through a structured computer program utilizing assessment tools to assist in identifying types of occupations that best fit their skills and interests. Career Development assists offenders in moving beyond the "get a job" approach to developing a long-term career-focused mindset.
- Job Clubs are a series of modules that deal with specific areas of reentry. Offenders hear directly from business owners, human resource personnel and post-release service providers.





Doug Evans, PEN Reentry/Operations Manager, joined Francina Carter, National Program Director for the National Institute of Correction (NIC), at the 69th Annual International Correctional Education Association conference in Washington D.C. that presented a workshop to unveil NIC's latest reentry initiative, The Employer-Driven Model and Toolkit. Doug was part of an eight person work group that developed this model last summer. The model and toolkit presents today's most effective practices in preparing offenders to meet the expectations of employers. The official release was in conjunction with the "Champions of Change" program at the White House.

### **PEN has a state partnership with the National Institute of Corrections to deliver the Offender Workforce Development Specialists (OWDS) curriculum.**

The OWDS training is a 180-hour comprehensive reentry curriculum which...

- Promotes collaboration between criminal justice agencies, governmental agencies and community organizations;
- Provides multidisciplinary teams of trainees with skills to become facilitators;
- Requires trainees to build a team plan to implement in their communities or jurisdictions.
- Has trained more than thirty OWDS Reentry specialists annually and will train an additional sixty specialists in 2014.

### **Building a Bridge**

A growing network of service providers is being developed so that offenders released in any of our 92 counties, might find a bridge to the resources needed for long-term success. Corrections professionals and community service providers are making connections so that released offenders will know where resources are for clothing, transportation, mentoring, housing and employment.

PEN's Job Placement division makes referrals in assisting both the ex-offender and the potential employer. Some of the agencies who are now working together include: The Indiana Department of Correction, Work One, Pace OAR, Federal Bureau of Prisons, Community Corrections, Department of Workforce Development, Churches Embracing Offenders, as well as a number of small business owners.

# certification

**PEN Career Focused Reentry**

2010 E. New York Street  
Indianapolis, Indiana 46201

Toll Free: 800.736.2550

Direct: 317.955.6800

Fax: 317.234.7634

[www.penproducts.com](http://www.penproducts.com)



Follow us on facebook at:  
**PEN Career Focused Reentry**



*A division of the Indiana Department of Correction*